डाक का देर से पहुंचाया जाना

1549. **श्री चौधरी हरमोहन सिंह:**
श्री ईश दत्त यादव:

क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) देश के विभिन्न भागों में डाकियों द्वारा डाक देर से पहुंचाने के क्या कारण हैं;

(ख) क्या सरकार ने ऐसे भागों में डाक देर से पहुंचाए जाने के लिए किसी अधिकारी/कर्मचारी को दोषी पाया है;

(ग) यदि हां, तो पिछले तीन वर्षों के दौरान कितने लोगों को सरकार ने दोषी पाया है; और

(घ) सरकार ने इस मामले में क्या कार्रवाई की है?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम): (क) देश के विभिन्न भागों में पोस्टमैनों द्वारा आमतौर पर डाक समय पर वितरित की जाती है। तथापि, पोस्टमैनों द्वारा वितरण में देरी की यदा-कदा घटनाएं हुई हैं। जिन विभिन्न कारणों से डाक से वितरण में देरी होती है, वे निम्नानुसार हैं:-

(i) नगरों और शहरों के तेजी से हो रहे विस्तार के कारण पोस्टमैनों के वितरण क्षेत्र का विस्तार;

(ii) पिन कोड नम्बरों के बिना अधूरे पते;

(iii) नियमित पोस्टमैनों की अनुपस्थिति के परिणामस्वरूप स्टाफ की कमी;

(iv) डाक की एकमुश्त पोस्टिंग विशेषकर त्यौहारों जैसे नववर्ष की शुभकामनाएं/दिवाली या राखी की डाक;

(v) ऐसी कालोनियां, जिनके मकानों के नम्बर ठीक ढंग से आवंटित नहीं होते;

(vi) मानवीय असफलता।

(ख) और (ग) डाक का वितरण पोस्टमैनों, अतिरिक्त विभागीय वितरण एजेंटों और अतिरिक्त विभागीय शाखा पोस्टमास्टरों द्वारा किया जाता है। वर्ष 1992-93, 1993-94 और 1994-95 के दौरान ऐसे 385 कर्मचारियों को डाक वितरण में विलंब के लिए दोषी पाया गया।

(घ) (i) दोषी पाए गए कर्मचारियो सबंद्ध नियमों के अधीन उचित दण्ड दिया गया;

(ii) वितरण स्टाफ पर पर्यवेक्षण कार्य को मजबूत बनाया गया है;

(iii) वितरण स्टाफ के कार्य की नियमित मानीटरिंग की जाती है;

(vi) वितरण स्टाफ की पुन: तैनाती की जाती है;

(v) डाक के शीघ्र वितरण को सरल बनाने के लिए जनता की पोस्ट बॉक्स और पोस्ट बैग किराए पर लेने के लिए प्रत्साहित किया जाता है।

Parallel Market System for LPG

1550. SHRI B.S. DUTTA: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether certain malpractices have been crept into the parallel market system for LPG and kerosene since 1993;

(b) if so, the details thereof;

(c) what are the recommendations of Abrar Ahmed Committee Report on customer services; and

(d) whether these have been implemented; and if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAP. SATISH SHARMA): (a) and (b) In February, 1993, Government allowed the private agencies to import and market kerosene and LPG by setting up/using their own infrastructure and distribution network at market determined prices under their own terms. Some reports have come to the notice of the Government about the malpractices by the parallel marketeers of kerosene and LPG. The State and Union Territory Governments have been advised to ban collection of deposits by parallel marketeers without their making adequate arrangements for supply of these products. Besides, they have also been advised to verify the genuineness, antecedents and capabilities of persons/agencies intending to take up activities under the parallel marketing system and to take appropriate action against persons who have been found indulging in fraudulent and unfair trade practices. Public have also been suitably advised and warned through press releases that they must find out the antecedents, genuineness and capabilities of concerned parallel marketeers before entering into any transaction with them. MRTP Commission also takes action against persons/firms/companies indulging in

unfair trade practices. Further, in order to protect their interests and to educate the prospective customers and distributors, etc. about the genuineness and capabilities of the parallel marketeers, a system of rating of perallel marketeers for evaluation of their capabilities, infrastructure net-work and readiness to carry out professed business and deliver goods and services promised, has been introduced.

(c) and (d) In June, 1992, Ministry of Petroleum and Natural Gas set up a Group of Members of Parliament to examine various aspects of supurious LPG cylinders entering into the marketing system and to suggest ways and means to improve the marketing of LPG in general with emphasis on checking the entry of spurious cylinders into the marketing network. Most of the recommendations which have been accepted/accepted with modification by the Government have been implemented or are under implementation. The main recommendations of the Group about customer services are:—

(a) Customers Service Cell should be made more effective.

(b) Senior Officers of Oil Companies should meet customers/forums for solving customer grievances.

(c) Customers are free to purchase LPG stove from any source. Action should be taken against distributors who forced sale of stoves.

(d) Second telephone for distributors selling more then 4000 refills per months.

(e) Impart training to delivery boys/ distributos' staff for courteous behaviour.

Chakma Refugees of Arunachal Pradesh

1551. SHRI NYODEK YONGGAM: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether it is a fact that Chakma refugees of India including the Chakma refugees of Arunachal Pradesh have approached UNHRC (United Nations Human Rights Commission), NHRC (National Human Rights Commission) to investigate inhuman treatment given to them by the Government of Arunachal Pradesh;

(b) if so, what is the reaction of Government thereto?

(c) whether there is any prima facie cases of inhuman treatment meted to Chakma refugees in Arunachal Pradesh by the State Government; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P.M. SAYEED): (a) and (b) The Chakmas settled in Arunachal Pradesh had approached the National Human Rights Commission (NHRC) alleging violation of their human rights by the Government of Arunachal Pradesh. There is no information as to whether they had also approached the United Nations Human Rights Commission. On receipt of some reports of the problems faced by the Chakmas, the Central Government had advised the State Government to take necessary steps for providing security to all residents and to ensure normal supplies of essential commodities and medical facilities in the Chakma inhabited areas.

(c) and (d) Some such reports were received. The State Government was advised to ensure security, normal supply of essential commodities and medical facilities in the areas inhabited by Chakma refugees in Arunachal Pradesh.

Discontinuance of Certificate of Proficiency Exam for Radio Officers

1552. SHRI RAMACHANDRAN PILLAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Department of Telecommunications has announced vide its Notification published in the Hindustan Times dated 3rd February, 1995 that Certificate of Proficiency Part I examination for Radio Electronic Officers will not be conducted after the present session of March-April, 1995 due to probable introductions of Global Maritime Distress Safety System;

(b) whether Government have received representations from various Marine Radio Officers Training Institutes opposing this sudden discontinance of C.O.P. examinations; and